

Fig. 1

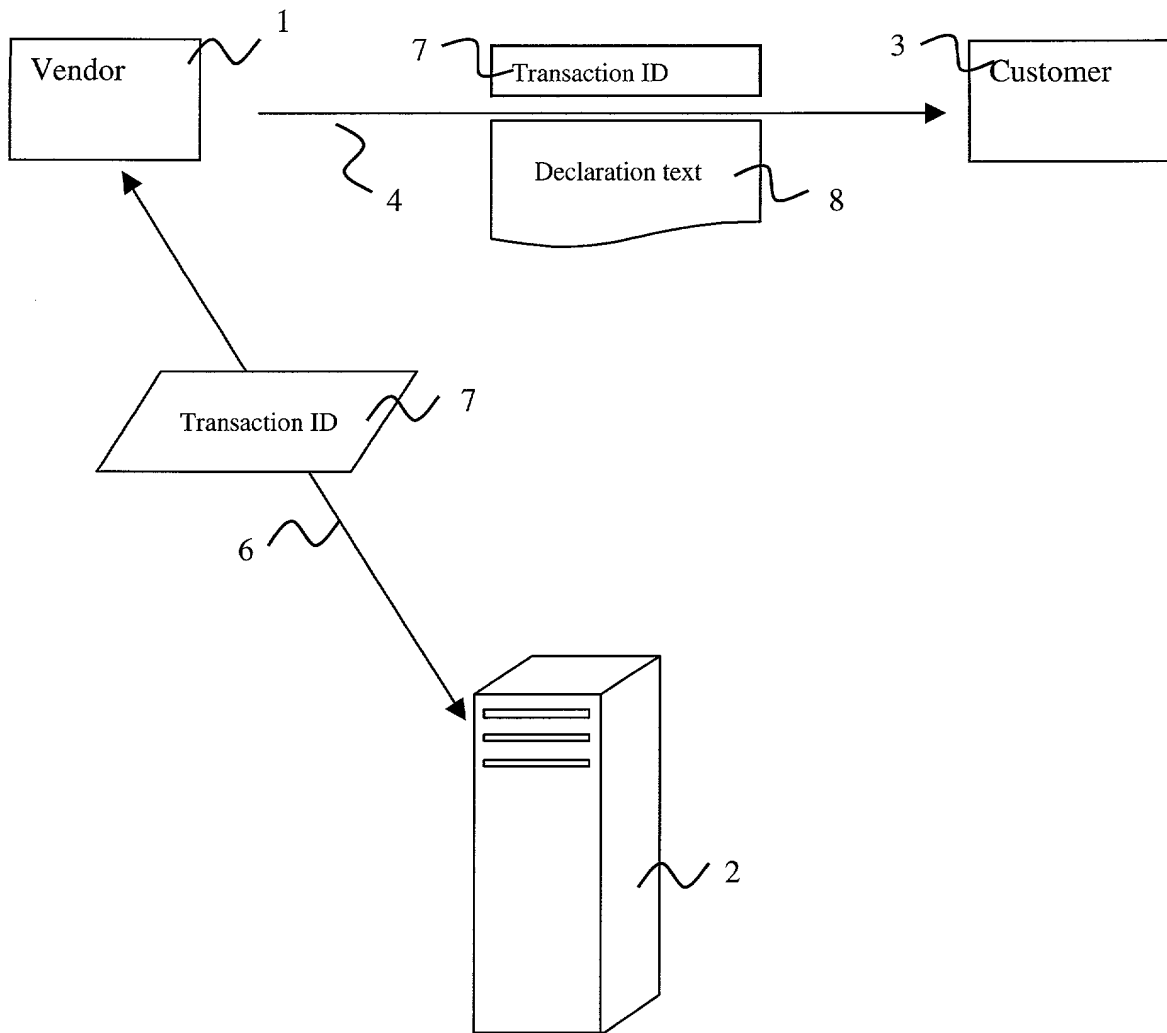


Fig. 2

open any of the other doors in the building and the doors will be locked.

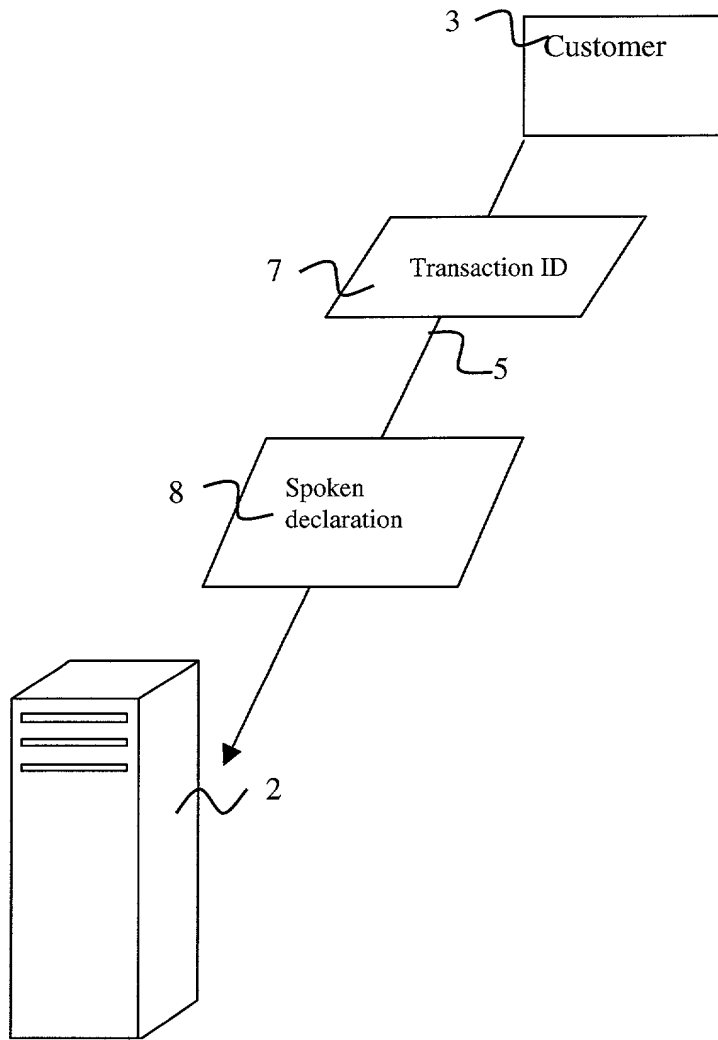


Fig. 3

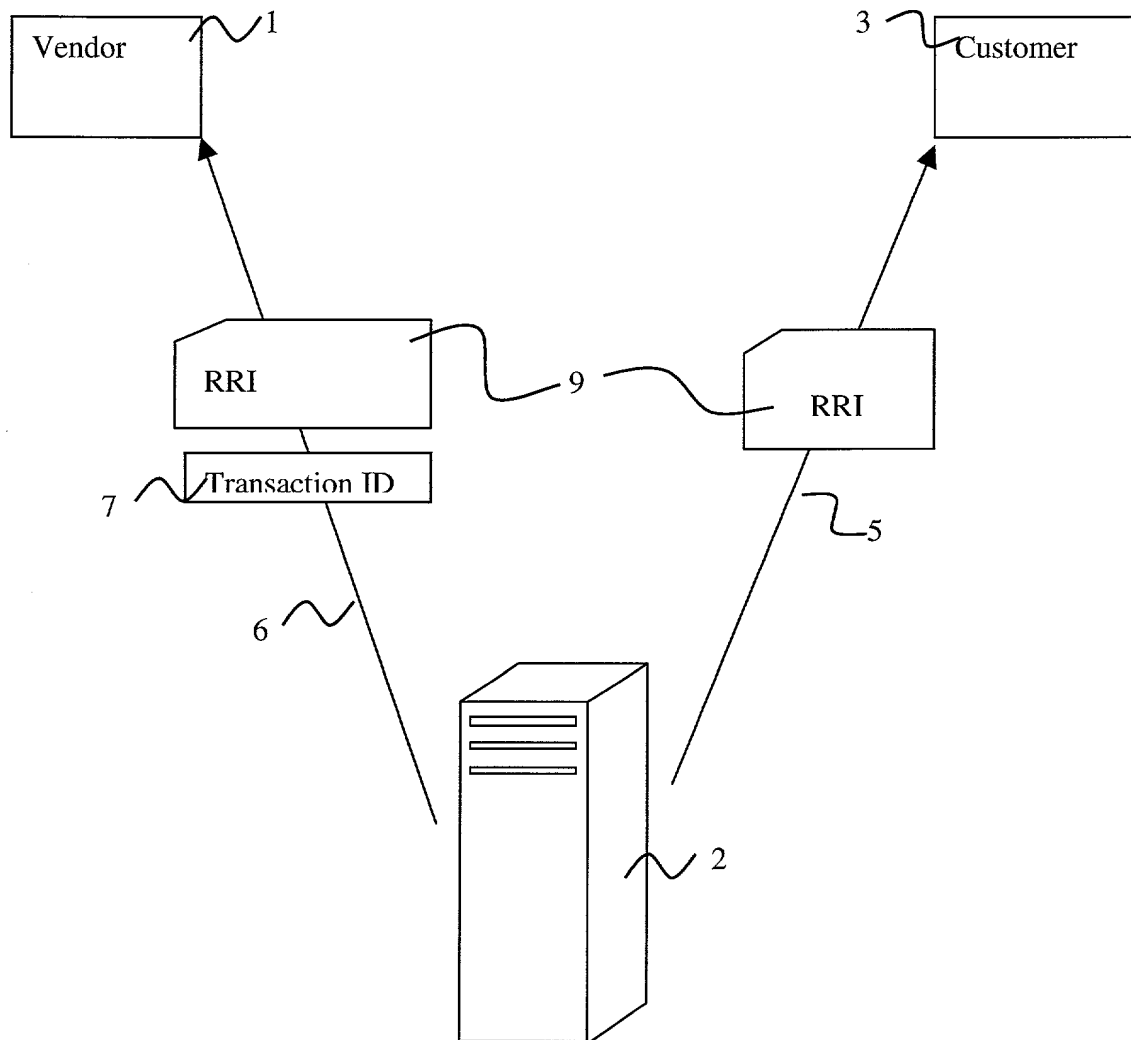


Fig. 4

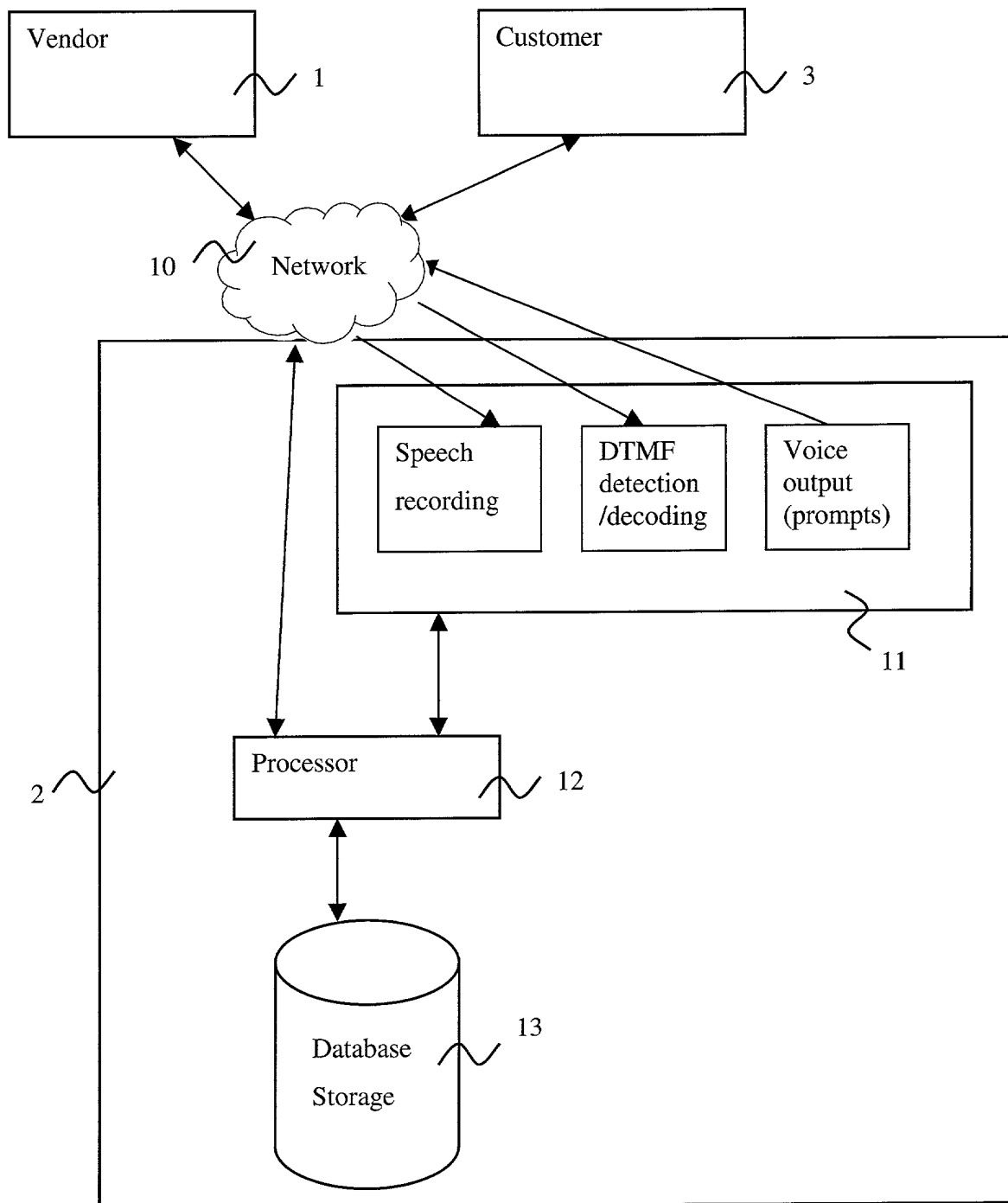


Fig. 5

Thank you for ordering from Sturdyfurn.com!

To complete your purchase:

1. Telephone **0800 123456**
2. Key (or speak) this number: **9840 1274 3478 2480**
3. Read the following declaration:

Declaration

I, John Smith, confirm that I wish to purchase four green plastic garden chairs from Sturdyfurn.com at a price of £45.87 including sales tax and carriage. I authorize Sturdyfurn.com to debit my Visa account 0308 4247 3963 1884 accordingly.

4. Press # to complete, or * to re-record
5. That's it! Click "Done".



Go back

Cancel Order

Done



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Fig. 6

A recording of your declaration has been stored securely.

To retrieve a copy of this recording for your own reference, enter your e-mail address below and press the “Retrieve” button. A copy will be e-mailed to you automatically.

To retrieve it later, make a note of the recording number shown below, and press the “Later” button.

Recording Number

0840 1237 4543 2129

E-mail address:

js@nowhere.net

Retrieve Now

Later

Fig. 7

To retrieve a copy of a recorded declaration, enter the Recording Number and your e-mail address below and then press the "Retrieve" button. A copy will be e-mailed to you automatically.

Recording Number:

E-mail address:

Retrieve

Fig. 8

Database Schemata

| Vendors (14) | | |
|---------------------|-------|----------|
| Field | Index | Required |
| Vendor ID | Y | Y |
| Contact information | | Y |

| Pending Transactions (15) | | | |
|---------------------------|--|-------|----------|
| Field | | Index | Required |
| Transaction ID | | Y | Y |
| Vendor ID | | Y | Y |
| Expiry date/time | | | |

| Transactions (16) | | | |
|--------------------------|-------------------------|-------|----------|
| Field | | Index | Required |
| Transaction ID | | Y | Y |
| Vendor ID | | | Y |
| Expiry date/time | | | |
| Caller verification data | Telephone caller ID | | |
| | Voice biometric profile | | |
| Declaration text | | | |

| Callers (17) | | | |
|--------------------------|-------------------------|-------|----------|
| Field | | Index | Required |
| Caller ID | | Y | Y |
| Contact data | e-mail address | | |
| Caller verification data | Telephone caller ID | | |
| | Voice biometric profile | | |

| Recordings (18) | | |
|-------------------|-------|----------|
| Field | Index | Required |
| ID | Y | Y |
| Caller ID | | |
| Vendor ID | | Y |
| Transaction ID | | |
| Audio data | | Y |
| Date/time | | Y |
| Expiry date/time | | |
| Declaration text | | |
| Digital Signature | | |

Fig. 9

Client-side Example in VoiceXML

```
<?xml version="1.0"?>
<vxml version="1.0">
  <form>
    <field name="transaction_id" type="digits">
      <prompt count="1">Please enter the contract number shown on the form.</prompt>
      <prompt count="2">You will find the contract number at the top of the form. Please enter it now.</prompt>
      <catch event="help">
        Please say or key in your 10 digit contract number.
      </catch>
      <filled>
        <if cond="transaction_id.length != 10">
          The contract number must have 10 digits.
          <clear namelist="transaction_id"/>
          <throw event="nomatch"/>
        </if>
      </filled>
    </field>
    <record name="declaration" beep="true" maxtime="10s"
      finalsilence="4000ms" dtmfterm="true" type="audio/wav">
      <prompt>
        After the tone, please read your declaration. Press the hash key to finish.
      </prompt>
      <noinput>
        I didn't hear anything, Please try again.
      </noinput>
    </record>

    <field name="confirm" type="boolean">
      <prompt>
        Your declaration is <value expr="declaration"/>.
      </prompt>
      <prompt>
        To keep it, say yes. To discard it, say no.
      </prompt>
      <filled>
        <if cond="confirm">
          <submit next="save_declaration.pl" method="post" namelist="transaction_id declaration"/>
        </if>
        <clear/>
      </filled>
    </field>
  </form>
</vxml>
```

Fig. 10